



Welcome to Fioptics Internet. Enjoy Hawai'i's only 100% fiber internet service, with download speeds up to 1 Gbps and Hawai'i's fastest upload speeds up to 500 Mbps. Fioptics delivers the very best fiber internet experience — to bring you all the entertainment, information and communication you need to stay on top of it all. The possibilities that come with ultra-fast speed, reliability and smart technology of Fioptics are now yours, and only from Hawaiian Telcom.



HT My Account – The HT My Account app allows you to access your hawaiiantel.net email accounts, view and upgrade services, pay bills and more.

Pay bills • Get Support • Manage Your Account



What's inside:

eero Pro 6E



eero Power Adapter



Ethernet Cable



Scan the QR code for more tips on how to set up your Fioptics home network with eero.



eero Pro 6E Installation Instructions



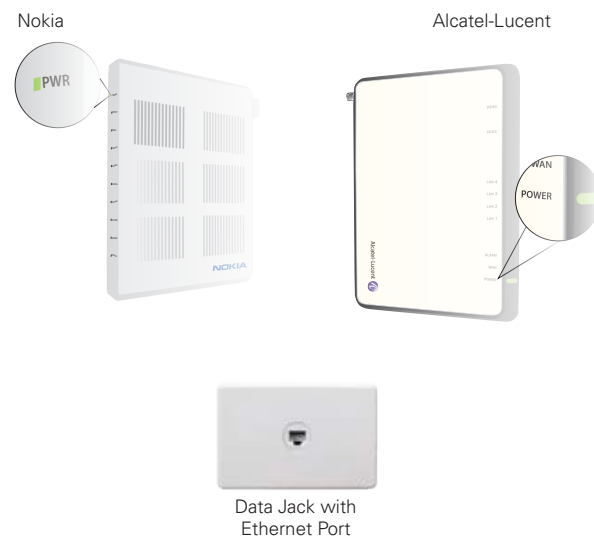
Follow these steps to establish your Fioptics home network

1

Locate the Fioptics wiring

Locate the ONT already installed inside your home. It should look similar to one of the devices pictured below, and may be black or white. You need to locate the ONT as you'll be connecting the eero Pro 6E you received in the mail to this device.

If the ONT is not located inside your home and is mounted outdoors, you will need to locate your data jack. It will have a yellow, red or white Ethernet port. If your home is equipped with a data jack you'll see a visible yellow, red or white Ethernet port on the wall.



2

Power and connect



Plug the power adapter into a nearby outlet and connect it to the power port of your eero gateway. If you have a data jack, plug one end of the provided Ethernet cable into the WAN port and the other end directly into the data jack. If you are connecting directly to the ONT, plug one end of the Ethernet cable provided into the WAN port into the gateway. Plug the other end into the Ethernet port of the ONT. The eero device's light will start flashing blue.

3

Download the app



Download the free eero app to your smartphone or tablet.



4

Create an eero account



Establish a new eero account by logging in with your Amazon account credentials, or create a new user account in the eero app.

5

Create your network



After logging into the eero app, tap "Get Started," then tap "Start." The eero app will prompt you to assign a location. Tap "Next" in the eero app. Once the device is detected in the app, the device's light will change from flashing white to solid white, then eventually will change to blue when in pairing mode with your mobile device. Please note, during this step Bluetooth on your

mobile device must be enabled. You will be prompted to select a location for your eero in the app. You will then enter your network name (SSID) and network password.

If you subscribed to Whole Home WiFi and have multiple eeros to install, please continue to step 6. Otherwise, skip step 6 and proceed to step 7.

6

Add eeros to your network

To add additional eeros, tap "Add Another eero Device." Or, if you're on the home screen of the eero app, tap the plus sign in the upper right hand corner, then tap "Add or Replace eero Devices" and follow the in-app instructions until complete. Repeat these steps if you need to install additional eeros.

7

Connect devices to your network

Connect your WiFi devices to your new network. Find your network on each device, enter your network password, and connect. Trouble connecting? Disconnect and reconnect to WiFi if necessary, or reboot the device and reconnect to the network after the device powers on.

If you have any devices that were not able to connect, go into the menu option of each device and rescan for the new WiFi network, or simply tap the plus sign near the top right hand corner in the eero app, then tap "Add a Device."